



Employment Security Department

WASHINGTON STATE

SKIES User Guide for Continuous Engagement

SKIES Service(s) Plan

***Employment Security
Department (ESD)***

***Employment & Career Development
Division (ECDD) Training Academy***

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Purpose

This guide provides ESD WorkSource Specialists with step-by-step instructions to support Continuous Engagement (CEG).

Objectives

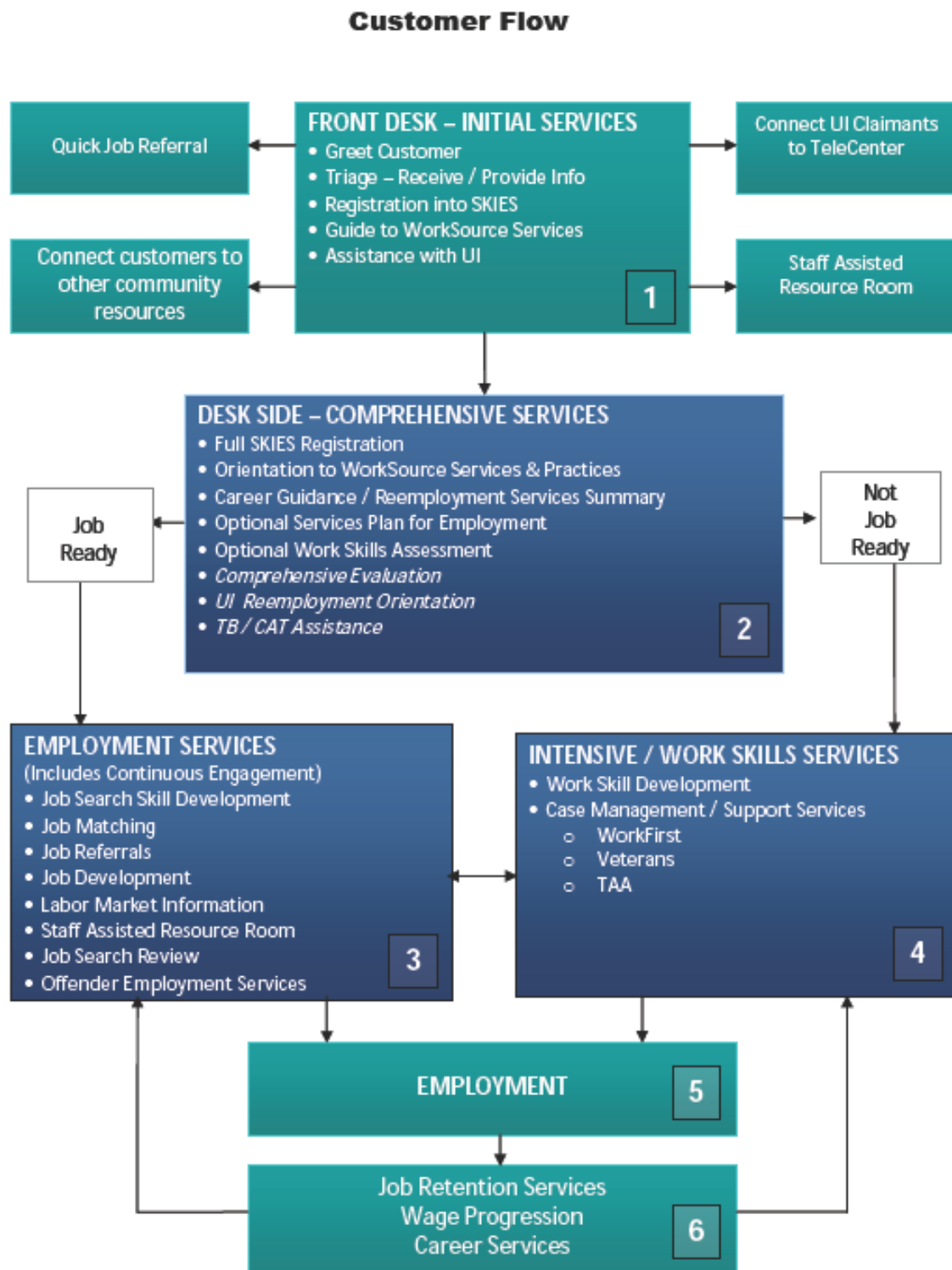
After you complete this training, you will know how to:

- Create a Service(s) Plan for Continuous Engagement customers.
- Enter a service on the Service(s) Plan.
- Activate a service on the Service(s) Plan.
- Close a service on the Service(s) Plan.

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SKIES Service(s) Plan for Continuous Engagement

Job Seeker > Service(s) Plan

The Service(s) Plan has three sections: the Service(s) Plan tab, the Services tab, and the Plan Summary tab. Use the Service(s) Plan tab to develop an employment plan using a goal and Assessed Service Needs. Use the Services tab to document planned services based on the Assessed Needs. The Plan Summary displays all open and closed services, with the Planned and Actual Start and End Dates, and the Justification.

System generated services (i.e. Initial Assessment, Job Referral, Staff Assisted Job Match, etc) will not display on the Service(s) Plan but will display on the **Seeker Services** screen.

SKIES allows only one active Service (s) Plan. Do not open a Closed Service(s) Plan. To create a new Service(s) Plan, when a Closed Plan exists, place the cursor in the Justification data field and click on the green (+) on the Tool Bar.

Use the Notes feature to enter additional information. **Remember** – on the Notes screen, SKIES enters the Source (the screen from where the Note was entered).

Start Request for Service screen

Step 1 When the Job Seeker reports to the office as requested, use the Request For Services (RFS) screen to log in the Job Seeker.

Step 2 When desired, print the Job Seeker Summary. Use the Summary to determine if the Job Seeker was selected for Continuous Engagement (displays on the JS Summary screen as a service)

Create a New Service(s) Plan

Start On the **Welcome** screen, click Job Seeker > Service(s) Plan. The Service(s) Plan opens in Draft Status (for the selected Job Seeker).

Step 1 Use free form text and enter an employment goal in the Goal (not required) data field - or - the Goal data field auto fills from the Employment Objective on the

The screenshot shows the 'Service(s) Plan - Service(s) Plan' form for user DEVILLE, KRUELLA E. (009-00-6666). The form includes fields for Goal, Plan Status, Employment Goal, ONET Code, Justification, Planned Start Date, Planned End Date, and Assessment Service Needs. Numbered callouts point to specific fields: 1) Goal, 2) YES or NO (radio buttons), 3) ONET Code (dropdown arrow), 4) Justification, 5) Planned Start Date and Planned End Date, and 6) Plan Status.

1) Goal: Seeking a position in a growing veterinary clinic . I want to utilize my skills, knowledge, and abilities and care for animals. I am a radical

2) YES or NO: Is Seeker's Goal Self Employment? ☒ NM ☐ Yes ☐ No

3) ONET Code: [Dropdown arrow]

4) Justification: [Text area]

5) Planned Start Date: [Text field]

5) Planned End Date: [Text field]

6) Plan Status: ☐ Active ☒ Draft ☐ Closed

Assessment Service Needs

Service Needs	Rank	
EDUCATION	1	Go to
EMPLOYMENT	1	Go to
EMPLOYMENT_HIST	1	Go to
FAMILY	5	Go to

Fig 1

Step 2 Is Seeker's Goal self-employment? Click > YES or NO radio button (Fig 1).

Step 3 Click on the arrow right of the O*NET Code data field. Use AutoCoder to find the appropriate O*NET Code for the Desired Employment (Employment Goal).

Note: When co-enrolling a Job Seeker, do not change the O*NET Code without talking to the partner staff. Add or modify the Goal for CEG. Do not change the O*NET Code without talking to partner staff. However, if all services entered by partner staff are closed, the User may change the Goal and O*NET Code without contacting partner staff. Also, if the Service(s) Plan is closed, create a new plan.

The Service(s) screen displays. The selected O*NET Code and O*NET Title populate (Fig 2).

Fig 2

Note: SKIES requires an O*NET Code only when the Job Seeker requests/receives a Training Service.

Click > LABOR MARKET INFO button. Washington Interactive Labor Market (WLMA) Website displays. WILMA is no longer maintained. Click > WORKFORCE EXPLORER for labor market info.

Step 4 In the **Justification** data field (**Justification** data field is required to SAVE), use free form text and explain how Continuous Engagement services will help the Job Seeker (Fig 1 & 3). Assessment Service Needs (Fig 1 Initial Assessment) display on the Service(s) Plan tab. Use Service Needs to determine what services the Job Seeker needs.

Document the **Justification** in Notes (SAVE the Plan and copy and paste a Note).

Fig 3

For example: Why was the Job Seeker selected to participate in CEG?

1. Low skilled with limited connection to the labor market?
2. Low income with substandard barriers to employment?

3. Under-employed in an entry level job or declining industry/occupation?
4. Multiple job referrals with no success?
5. Locally determined; unique to the labor market

Other items to consider:

1. Any other obstacles/barriers to employment?
2. Career objective?
3. Assessment results?
4. Job search skills development?
5. Needs additional services?
6. Plan of action and return to work statement.
7. Planned follow up statement approved by the Job Seeker.

Step 5 Use mmddyyyy format to enter the **Planned Start Date** and the **Planned End Date**. Enter the Planned End Date as 90 days from the Planned Start Date [90 days is 12 full weeks + one day](Fig 4)].

Click > SAVE.

The screenshot shows a form with two main sections. The top section has two fields: 'Planned Start Date' with the value '09/08/2009' and 'Planned End Date' with the value '12/01/2009'. Below these are 'Actual Start Date' and 'Actual End Date' fields, both of which are empty. Callout boxes point to the 'Planned Start Date' and 'Planned End Date' fields.

Fig 4

Step 6 To activate the Service(s) Plan, click > ACTIVE radio button in Plan Status (Fig 2). A pop up message: Change the Service(s) Plan from DRAFT Status to ACTIVE Status and commit all changes?

Click > OK.

The top part of the image shows a 'Plan Status' dialog box with three radio buttons: 'Active', 'Draft' (which is selected), and 'Closed'. An orange arrow points from the 'Draft' radio button to a 'Change Status' pop-up window. The pop-up window has a yellow warning icon and the text: 'Change the Service(s) Plan from DRAFT Status to ACTIVE and commit all changes?'. At the bottom of the pop-up are 'OK' and 'Cancel' buttons. A callout box points to the 'OK' button.

Fig 5

- Step 7 The Services and Plan Summary tabs activate. Click > Services tab. The Services screen displays (Fig 6).

Fig 6

Fig 7

- Step 8 The Planned Start and End Date auto fill (Fig 6). Click on the arrow right of the Needed Services data field. A drop down list of Service Types displays. Click to select (Core, Intensive, Supportive Services, Training or Follow Up). Click to select CORE (Fig 7).

Click > OK.

- Step 9 A Group Type – Group Description corresponding to the selected Service Type displays. Click to select the Group Type (CORE SERVICES [Fig 8]).

Click > OK (Fig 8)

Fig 8

- Step 10 Click on the arrow right of the Provider Service data field. Click > CONTINUOUS ENGAGEMENT (Fig 9).

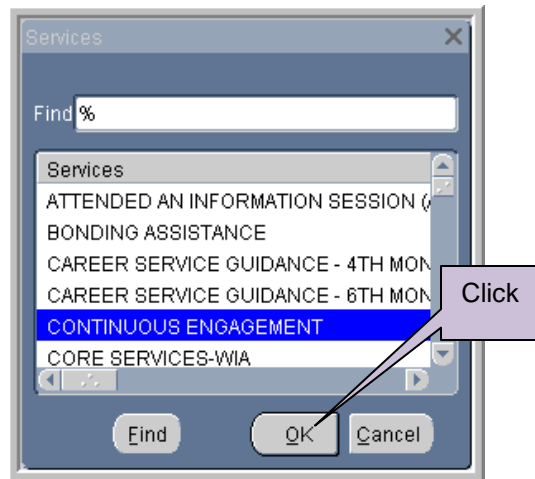


Fig 9

- Step 11 Click in the Provider data field. Enter the Name of the Provider (i.e. WorkSource & WorkSource Name) using free form text. When the service requires the Job Seeker to attend a class/course, use free form text and enter the name of the course in the Course data field (Fig 10).

- Step 12 Click > NO PROGRAM AFFILIATION (Fig 10) radio button (required).

Fig 10

- Step 13 To activate the service (when the Job Seeker receives the service or attends the class), enter the Actual Start Date in mmddyyyy format (Fig 12).

When the service requires the Job Seeker to attend a class/course, use free form text and enter the name of the course in the Course data field (Fig 10).

Click > SAVE.

If the Actual Start Date is prior to the Planned Start Date, the following message displays:

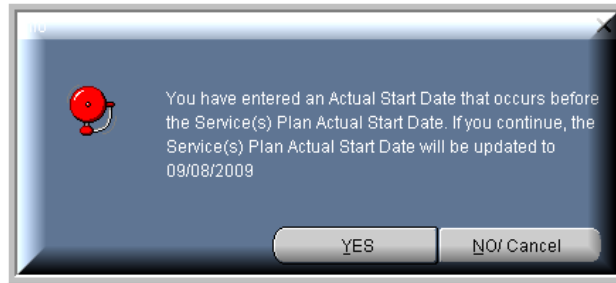


Fig 11

Click > YES. The Service(s) Plan Start Date changes to the date of the service.

- Step 14 Use free form text and enter the Agreed Upon Progress [(Fig 12) (next report time/date, outline next activities, etc)]. Data field is not required for CEG.

Entries in the Instructions data field do not print on the Service(s) Plan.

Click > SAVE.

Fig 12

- Step 15 To add another Provider Service (Fig 13), click to highlight the next data field. Click on the arrow right of the Provider Service data field. A drop down list displays. Click to select the service.

Click > OK.

Fig 13

- Step 16 Click > NO PROGRAM AFFILIATION. Enter the Actual Start Date using mmddyyyy format.

Click > SAVE.

- Step 17 To add a different Needed Service, click on the Needed Services data field and click > green + on the Tool Bar (Fig 14).

Fig 14

The data field clears. Click on the arrow right of the Needed Services data field. A drop down list displays. Click to select the Service Type (Fig 15).

Fig 15

Step 18 Click to select the Service Type (Fig 16). Click on the arrow right of the Provider Service data field. Click to select the Service Type.

Click > OK.

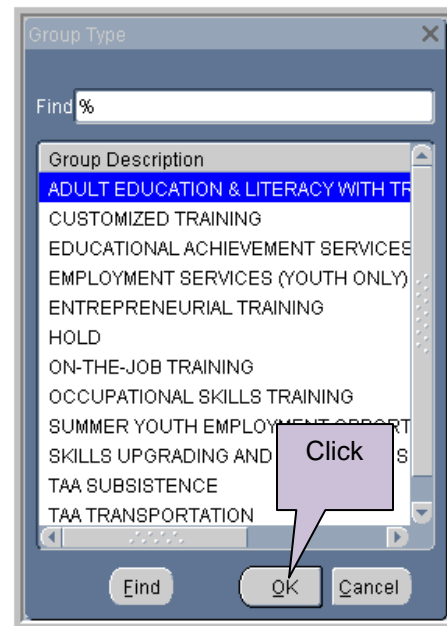


Fig 16

Step 19 Click to select the Service (Fig 17).

Click > OK.

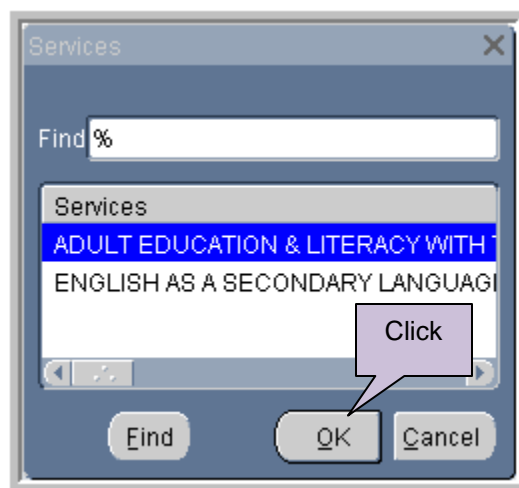


Fig 17

Step 20 Enter the Name of the Provider, click > NO PROGRAM AFFILIATION, and enter the Actual Start Date (Fig 18).

Fig 18

Step16 When a Job Seeker completes/receives the service, close the service. Enter the Actual End Date in mmddyyyy format.

Click on the arrow right of the Actual Outcome data field. A drop down list of Actual Outcomes displays (Fig 19). Use the Find feature or the scroll bar. Click to select the Outcome, COMPLETED-NO CREDENTIAL/CERTIFICATE or DID NOT COMPLETE.

Click > OK.

Click > SAVE.

Fig 19

Note: SKIES will close the Continuous Engagement service when the Planned End Date of the services lapses for at least 14 days past the Planned End Date of the Service. When it is the only service on the Service(s) Plan with an Actual Start Date, CEG service closes using the Planned End Date for the Actual End Date with the Outcome of DID NOT COMPLETE.

If the Service(s) Plan has other services with an Actual Start Date, the CEG service will not close.

The Service(s) Plan will not close automatically.

Other services in the Service(s) Plan must be closed manually.

Step 17 Click > Plan Summary tab (Fig 20). The Summary screen displays. This is a view only screen. Click on the button at the top of each column to sort. Double click in the Justification data field. The Editor will display the Justification.

Service(s) Plan - Plan Summary

SKIES Services Knowledge Information Exchange System

Name: DEVILLE, KRUELLA E.

ACTIVE

SSN Search

JS130 4.15.0

Service(s) Plan Services Plan Summary

Go To Seeker Services Justification 1. Low skilled with limited connection to the labor market? Print Service(s) Plan

Services/Activities	Staff Assigned	Program	Start Date	Actual End Date	Planned End Date	Actual Outcome
ADULT EDUCATION & LITERACY	COLBY, LISA		09/08/2009		12/01/2009	
JOB DEVELOPMENT	KINZEL, STEPHANII		09/18/2009		12/01/2009	
RESOURCE ROOM ASSISTANCE	KINZEL, STEPHANII		09/14/2009		12/01/2009	
RESUME ASSISTANCE	COLBY, LISA		09/08/2009		12/01/2009	
CONTINUOUS ENGAGEMENT	COLBY, LISA		09/08/2009		12/01/2009	

Fig 20

Click > PRINT SERVICE(S) Plan button (Fig 20). Adobe activates. Click the Adobe icon to print the Service(s) Plan. Click > X to close Adobe.

Click > GO TO SEEKER SERVICES button (Fig 20). SKIES navigates to the Seeker Services screen. Click > DOOR to exit.

Step 18 To close CONTINUOUS ENGAGEMENT, click on the arrow right of the Actual Outcome. Click to select one of the following:

- DID NOT COMPLETE
- COMPLETED-NO CREDENTIAL/CERTIFICATE
- PROGRAM ENROLLED (CEG ONLY)
- ENTERED TRAINING (CEG ONLY)
- ENTERED EMPLOYMENT (CEG ONLY)

SKIES Service(s) Plan

Data Field	Data
Job Seeker Name / Social Security Number	Auto fills
Goal	Auto fills with data from the Employment Objective on the Desired Employment screen – or – enter/modify the Goal. Not required to SAVE the Service(s) Plan.
Is Seeker's Goal Self-Employment	Click > YES or NO radio button. Not required to SAVE the Service (s) Plan.
Plan Status	<p>Defaults to Draft. Click to select Active. Click to select Close.</p> <p><i>Note: A Draft Plan can only change to an Active Plan.</i></p> <p><i>When changing the Service(s) Plan from Draft to Active and Program Affiliation or No Program Affiliation has not been selected, the message, "When Plan Status Active, all Services must either have No Program Affiliation data field check marked – or – must have Program Affiliation and Contract (when a contract is available) assigned" displays.</i></p> <p><i>Select Closed, a message displays, "Are you sure you want to close this plan?" A Closed Plan cannot be re-opened and is stored in history for review.</i></p>
LABOR MARKET INFO button	Links to WILMA. Click > Workforce Explorer for Labor Market Information.
Employment Goal: O*NET Code	Use the O*NET Code Search Criteria screen to select an O*NET Code, required when the service requested is Training.

Justification	<p>Enter the Justification for seeking the Employment Goal Occupation.</p> <p>Enter the Justification in Notes.</p>
Planned Start Date	Should be the date of enrollment. Enter the date using mmddyyyy format. Do not assign a service before the Planned Start Date.
Planned End Date	Enter the date using free form text using mmddyyyy format. CEG requires 90 days from the Planned Start Date.
Service Needs Assessment	<p>To view the Assessment and the documentation about the Service Needs Rank, click > GO TO button.</p> <p>Use to determine service needs for the Job Seeker.</p>
Provider Service	<p>Click on the arrow for a drop down list. Items on the list link to the Needed Services. Click to select. (See Boxes 2 & 3)</p> <p>Click > OK.</p>
Provider	Use free form text to enter the Provider Name.
Course	Use free form text to enter the Course /Class Name.
ENROLL button	Not used for CEG.
Staff Assigned	<p>The Staff Assigned defaults to the User logged into the system. To change the Staff Assigned, click on the arrow for a drop down list. Click to select the appropriate staff person.</p> <p>Click > OK.</p>

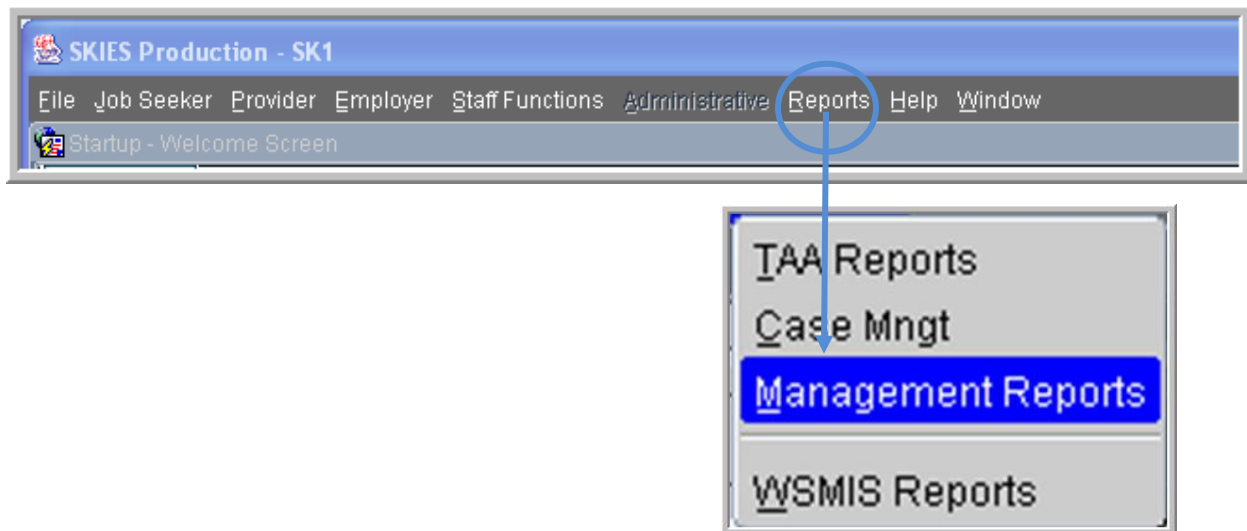
Program Affiliation	Not used for CEG
No Program Affiliation	Click to check mark for CEG.
Contract	Not used for CEG.
Actual Outcome	<p>Click for a drop down list. Click to select. Use the scroll bar when necessary.</p> <p>Select:</p> <ul style="list-style-type: none"> • Did Not Complete • COMPLETED-NO CREDENTIAL/CERTIFICATE • Program Enrolled (CEG Only) • Entered Training (CEG Only) • Entered Employment (CEG Only)
Agreed Upon Progress	<p>Use free form text.</p> <p>Not required for CEG.</p>
Instructions	<p>Use free form text. Does not print on the Service(s) Plan.</p> <p>Not required for CEG.</p>
Participation Hours Weekly	Not used for CEG
Participation Hours Minimum	Not used for CEG
Grade	Not used for CEG
Attending	Not used for CEG
Completed	Not used for CEG
PRINT SERVICE(S) Plan button	Click to print a copy of the Service(s) Plan.
GO TO SEEKER SERVICE button	Click to navigate to the Seeker Services screen.

SKIES Service(s) Plan for Continuous Engagement

Reports > Management > Workforce Investment Act > WIA/TAA Activity Tracking by Location Report

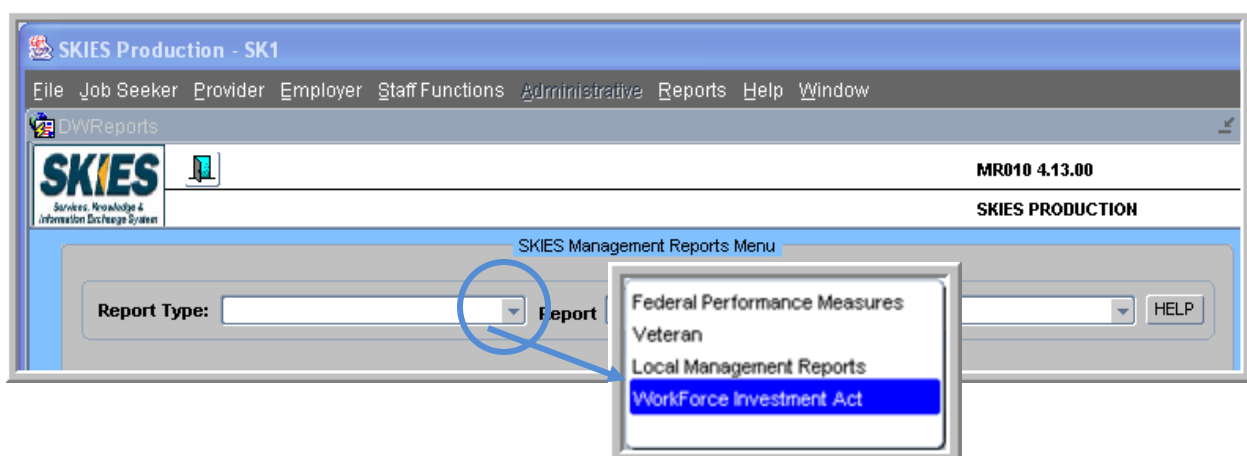
Start SKIES WELCOME Page

Step 1 Click > Reports on the the SKIES Menu Bar.

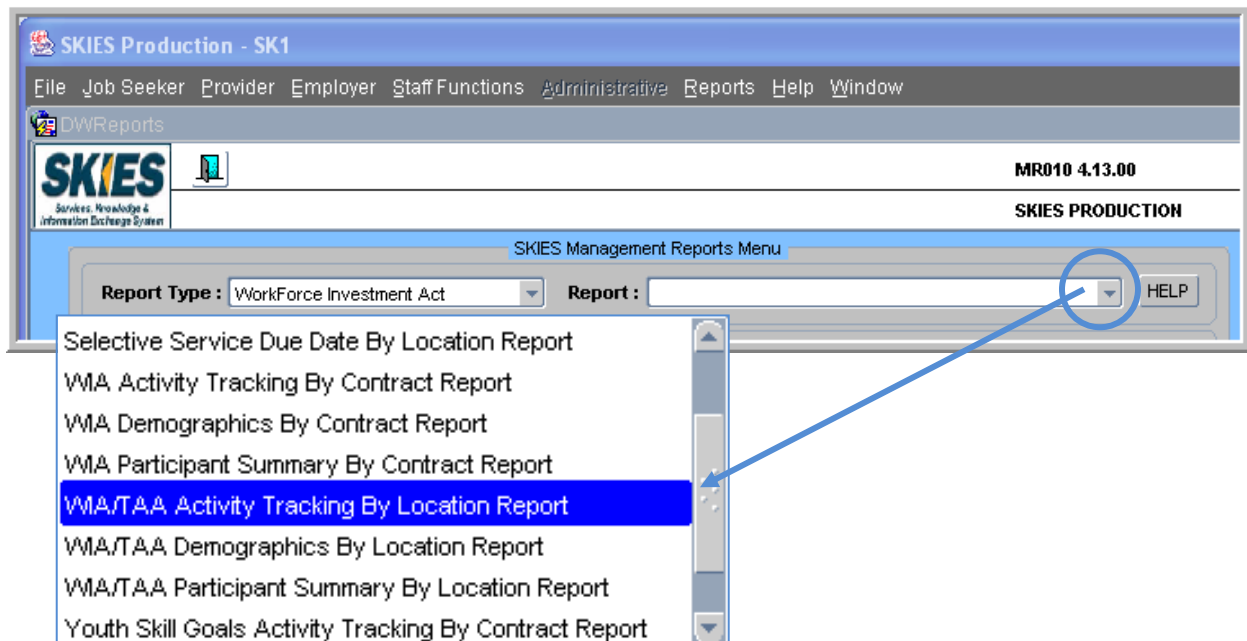


Step 2 Click > Management Reports.

Step 3 Click on the arrow right of the Report Type data field. A drop down list displays. Click > Workforce Investment Act.

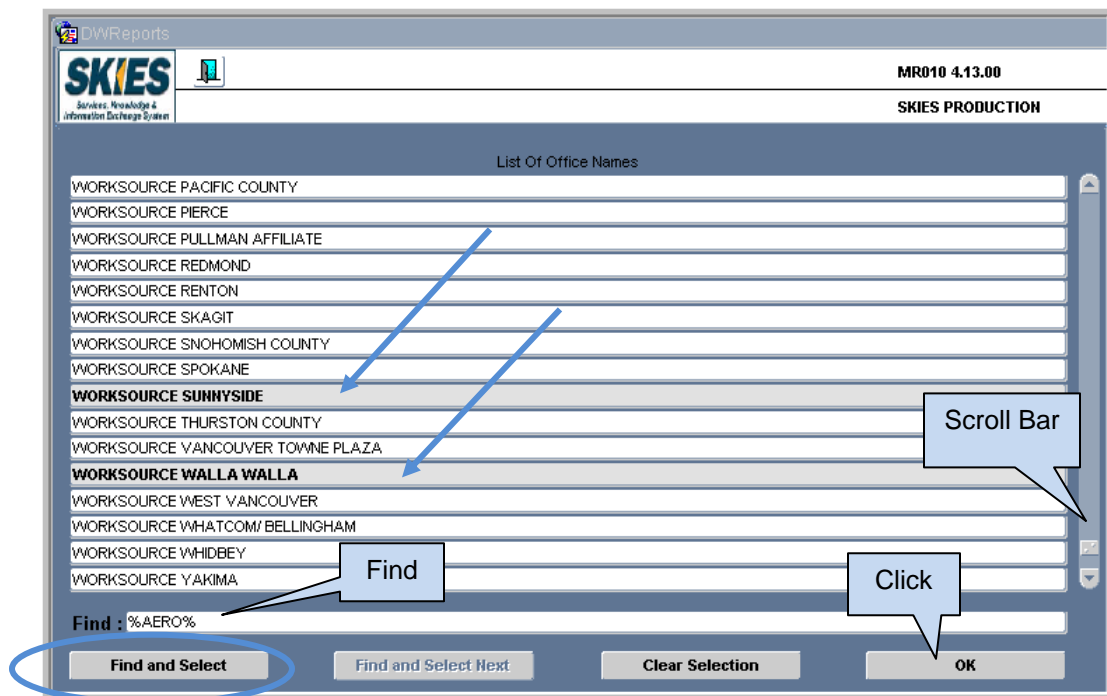


Step 4 Click on the arrow right of the Report data field.



Step 5 Click > WIA/TAA Activity Tracking by Location Report.

Step 6 LOCATION radio button defaults to Multiple Offices. To select the office or offices, click on the arrow right of the Office Name: data field. Use the scroll bar or the Find feature. Click to select one or more offices.



Step 7 Click > OK. The Office Name: data field displays the number of selected offices.

The screenshot shows the SKIES Management Reports Menu. The 'Report Type' is 'WorkForce Investment Act' and the 'Report' is 'WIA/TAA Activity Tracking By Location Report'. The 'Location' section has two radio buttons: 'Region' (selected) and 'Multiple Offices'. The 'Office Name' field displays 'Number Of Offices Selected : 2'. A blue circle highlights the 'Region' radio button, and a blue arrow points to the 'Office Name' field.

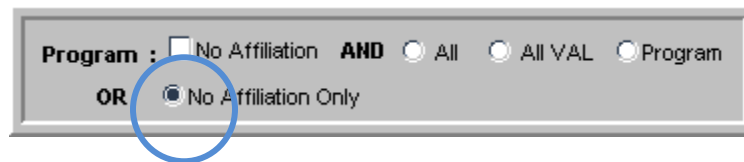
To select a Region, click in the radio button. The Region Name: data field displays. Click on the arrow right of the Region Name. Click on the arrow right of the Region Name data field.

The screenshot shows the SKIES Management Reports Menu with the 'Region' radio button selected. The 'Region Name' dropdown list is open, displaying a list of regions: Benton/Franklin, Central Office (highlighted), Eastern Washington, North Central, Northwest, Olympic, Pacific Mountain, and Seattle - King County. A blue arrow points to the 'Central Office' option in the list.

A drop down list of the WDAs displays. Click to select a WDA (only one allowed at a time).

The screenshot shows the SKIES Management Reports Menu with the 'Region' radio button selected. The 'Region Name' dropdown list is open, displaying a list of regions: Benton/Franklin, Central Office, Eastern Washington, North Central, Northwest, Olympic, Pacific Mountain, and Seattle - King County. A blue arrow points to the 'South Central' option in the list.

Step 8 Click > Program > No Affiliation Only.



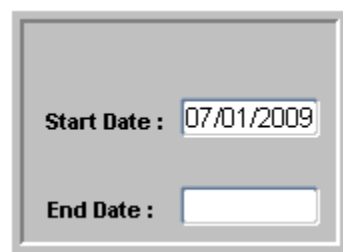
Step 9 (OPTIONAL) The Agent radio button defaults to All. Click to select One Agent. One Agent requires a selection. Click on the arrow right of the Agent Name data field. A drop down list displays (only agents in the selected Region display).



Step 10 The Activity radio button defaults to All. Open or Closed may be selected.



Step 11 The Start Date auto fills. Change by typing over and enter the End Date in mmddyyyy format.



Step 11 Click > GET REPORT button.



Step 12 Adobe Reader displays the results of the query. Click on the arrow in the right corner to close Adobe.

Note: Click Download Report radio button and select a delimiter to display the query in a different format.

Case Management Reports for Seeker by Service(s) – CEG

Report Type	Click to select: WorkForce Investment Act
Report	Click to select: WIA/TAA Activity Tracking by Location Report
Location	<p>Default: Multiple Offices. Click on the right of the Office Name data field. A drop down list displays. Use the scroll bar or the Find feature. Click to select one or more offices. Click > OK.</p> <p>For Location: Region, click in the Regions data field. Click on the area right of the Region Name. Click to select the Region.</p>
NO AFFILIATION ONLY radio button	Click to select.
AGENT radio button	Defaults to ALL. To select an agent, click the ONE AGENT radio button. Click on the arrow right of the AGENT NAME data field. A drop down list displays. Click to select the AGENT.
ACTIVITY radio button	Click to make a selection
START DATE	Auto fills
END DATE	Enter using mmddyyyy format.
GET REPORT button.	Click to query the results.
HELP button	Displays Local Management Reports, Federal Performance Measures, and Workforce Investment Act Reports.

WIA/TAA Activity Tracking by Location

Last Updated: 3/20/2009

This report provides information on the status of Services and Activities from Active and Closed Service(s) Plan for participants served, regardless of program affiliation. A Service displays on the report when assigned to a specific location, has an Actual Start Date, and matches the additional report selection criteria.

Query the report by WDA or by Office(s). Select NO PROGRAM AFFILIATION. Select ALL AGENTS or a specific Agent. Select ALL ACTIVITY STATUSES or one Activity Status. Select any date criteria back to July 1, 2001.

Note: An enhancement effective 03/19/2009 allows selection of any Program Name and No Affiliation. The report is now accessible for programs other than WIA/TAA.

Select Location: By Region (WDA), or one or multiple Offices.

Select Program: Select No Affiliation Only

Program Selection Definition:

NO AFFILIATION – A service record in the Service(s) Plan where the “NO PROGRAM AFFILIATION” is check marked.

Select Agent: By All Agents or a specific Agent from a list within the WDA.

Select Activity: By All activities, Open, or Closed.

Select Report Period: Enter a Start Date and End Date for the reporting period. The report Start and End dates are used to select records based on the service Actual Start Date when the search parameter is “No Program Affiliation. Click > PRINT REVIEW REPORT (default) radio button or DOWN LOAD REPORT radio button to receive the data as a delimited text file for use in Excel, Access or other spreadsheet or query type applications.

Click > GET REPORT button.

Data:

Seekers must be or have been enrolled in a WIA/TAA program during the reporting period and received a Service during the Program Enrollment period.

Seeker Name: For all participants meeting criteria, the participant’s Last name, First name.

SSN: For all participants meeting criteria, the participant’s Social Security Number.

Program Type: No Program Affiliation

Exited?: For all participants meeting criteria, the participant Exit Outcome.

Enrollment Comp Date: For all participants meeting criteria, participant Program Enrollment Exit Date.

Service Description: For all participants meeting criteria, the participant Service Type. The *Provider Service* is entered on the Employment Service(s) Plan > Services tab.

Actual Start Date: For all participants meeting criteria, the participant Actual Start Date of the activity. The *Actual Start Date* is entered on the Service(s) Plan > Services tab in SKIES.

Planned Completion Date: For all participants meeting criteria, the participant Planned End Date of the activity. The *Planned End Date* is entered on the Service(s) Plan > Services Tab in SKIES.

Actual Comp Date: For all participants meeting criteria, the participant Actual End Date of the activity. The *Actual End Date* is entered on the Service(s) Plan > Services Tab in SKIES.

Days in Activity: For all participants meeting criteria, the number of days the participant in the activity. The report performs this calculation.

Staff Name: For all participants meeting criteria, the participant name of the Staff person recording the service and activity. The *Staff Assigned* is entered on the Service(s) Plan > Services Tab in SKIES.

Completion Status: For all participants meeting criteria, a flag indicating if the estimated end date is within the next 30 days (*) or if the activity exceeds the Planned End Date (**). The report performs this calculation.